

Hardware Tips

- The SMART Board and pen tray can be cleaned with standard whiteboard cleaner (Like Expo dry-erase board cleaner) or Windex glass cleaner. Make sure to shut down the board before you start cleaning.
- Extend the life of the projector bulb by turning off the projector during times it's not being used. A good rule of thumb is this - if the projector is not going to be used for 20 minutes or more, turn it off until it is needed again.
- A blurry image usually means a problem with the projector. You will need to check the position of the projector, as well as the zoom and focus settings.
- Only one item in the pen tray can be removed at a time. If a pen is missing, try covering the sensor with a post-it note or replace the pen with another object of similar size, but avoid using a regular marker that someone might pick up and use on the board.
- Writing not appearing where you want it to be? This means you need to orient the board. To do this, press and hold the keyboard and right-click buttons on the pen tray at the same time. Then proceed with the orienting process.
- For maximum accuracy, use one of the pens to orient the board. Slide the pen tip until it is directly on the dot in the center of the orientation target, then lift up. Repeat for all of the orientation points. Don't worry about where you put the pen tip down on the board, just be sure you are right on target when you lift the pen tip up.
- Still not happy with the alignment of board? There is a way to do a more intense orientation. From the *Control Panel*, go into *SMART hardware settings* and choose *Orientation & Alignment Settings*. Then select *Fine (20 Points)*, click on *apply*, and then *ok*. Now orient the board again, using the higher number of targets.
- Board not working right? Check to see if the board is communicating with your computer. There is a light on the lower-right side of the frame. What color is the light?
 - **solid red**: The whiteboard and computer are not connected or communicating.
 - **solid green**: The whiteboard and computer are connected and board is communicating with the SMART Board software.
 - **blinking green**: The whiteboard and computer are connected but the board and the software are not communicating (check to see that SMART software is running on your computer).
 - **blinking or solid amber**: The whiteboard is in a trouble state (try restarting the computer).
- If there is no sound, there are several things you can check:
 - Check the volume control – look at the speaker icon in the lower right corner of your computer and make sure it is not muted. If you are using any kind of application (video player, game, etc.) you should also check the volume control of the application.
 - Check the volume control on the blue sound box.
 - Check to make sure the cord connecting the blue sound box to the computer is plugged in on both ends.
 - Check to make sure the cord connecting the blue sound box to the wall jack is plugged in on both ends.
- When all else fails...RE BOOT! Shut everything down and restart the computer – this will re-establish all the connections and give you a fresh start. Sometimes, it's easier to isolate other problems after you reboot.